Supplier - Retail Special Order Portal Quick Reference Guide

Introduction

The Retail Special Order Portal (RSOP) is a new application for the management of Special Orders (SOs) submitted by retail customers via FWGS.com. Suppliers will use the RSOP to manage orders, shipments and invoices.

RSOP dashboards will display new orders and provide visibility to them. Once a supplier reviews a new Purchase Order (PO), they will fulfill each retail SO by completing the following steps in RSOP, in order:

1. Enter a promise date

2. Acknowledge the PO

3. Create a shipping label

4. Generate an Advance Shipment Notice (ASN) and ship the goods

5. Generate an invoice

6. Cancel a PO that cannot be fulfilled

Navigation of the RSOP to fulfill and cancel orders is covered in this guide.

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Course Glossary

Acronym	Meaning
ASN	Advance Shipment Notice
PLCB	Pennsylvania Liquor Control Board
PO	Purchase Order
RSOP	Retail Special Order Portal
SO	Special Order

Retail Special Order Portal Dashboard Navigation

The Retail Special Order Portal (RSOP) dashboard provides an overview of Special Order (SO) statuses and the ability to drill down into priorities that need to be addressed. There are seven dashboards.

Primary dashboards for suppliers:
- Purchase Orders (POs) not acknowledged after seven days
- POs with no advance shipment notice (ASN) (Suppliers will also receive an email 10 days before promise date for orders that have not shipped.)
- POs with no invoice
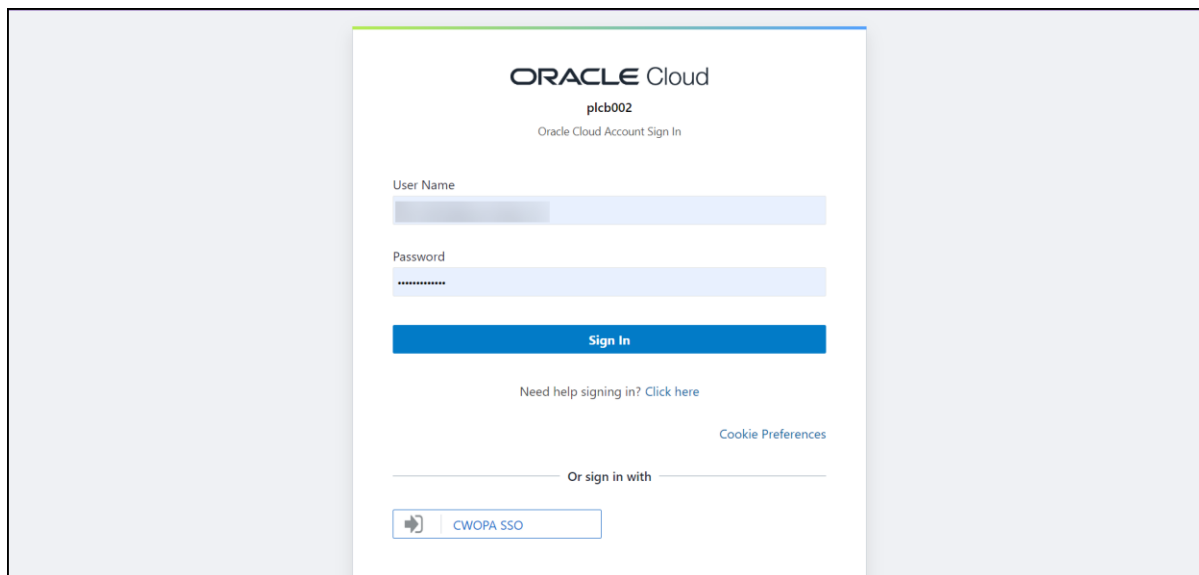
Other dashboards:
- POs not acknowledged
- POs with no ASN after 30 days, warranting Pennsylvania Liquor Control Board (PLCB) cancellation (for use by the PLCB SO Team)
- SOs not picked up within 15 days of delivery and warranting PLCB cancellation (for use by the PLCB SO Team)

Link to eLearning video: Supplier - Retail Special Order Portal

1. Log in to the RSOP.

2. Homepage <u>Dashboard</u> displays.
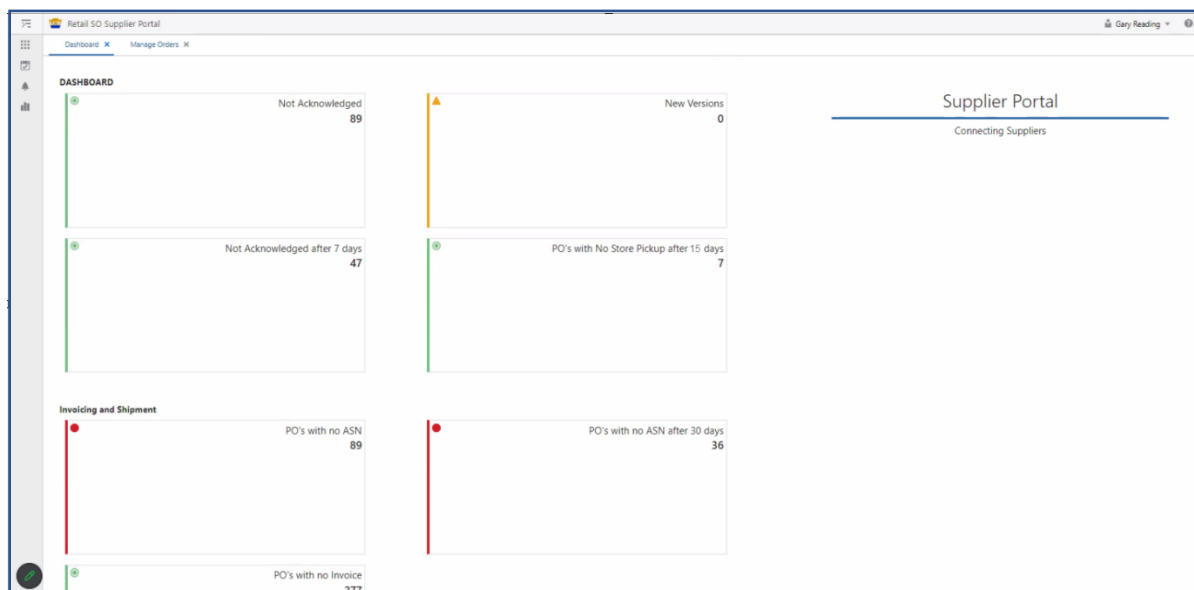
Note: The supplier will first see dashboard tiles, featuring SO counts by category. By clicking on a tile, RSOP will open a new tab and display further details for that category. The dashboard provides a quick and efficient view on priorities to be addressed, such as the acknowledgement of POs, creation of ASNs and invoice tracking.

3. The dashboard tiles and their associated detail page descriptions are below.

Tile	Description
Not Acknowledged	Displays POs that are available and have not been acknowledged by the supplier.
*Not Acknowledged after 7 days	Displays POs not acknowledged that aged for seven days or longer.
New Versions	Disregard, not used by PLCB.
*POs with no ASN	Displays POs that have no ASN.
*POs with no Invoice	Displays POs that not yet invoiced.
POs with no Store Pickup after 15 days	Displays orders yet to be picked up at stores after 15 days.
POs with no ASN after 30 days	Displays POs for which ASNs have not been created after 30 days.

Note: Dashboards marked with an asterisk are the primary tiles and pages to be used by suppliers**.**

4. Click any of the dashboard tiles.
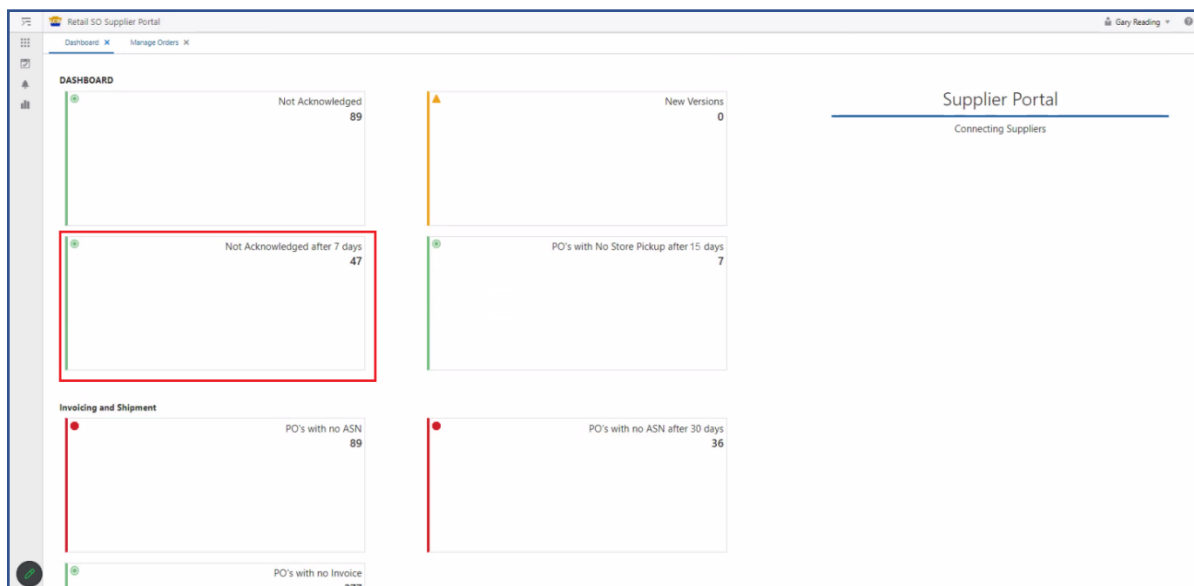
Note: This will open a new "Manage Orders" tab.

5. Review the list of related POs on the Manage Orders Tab.
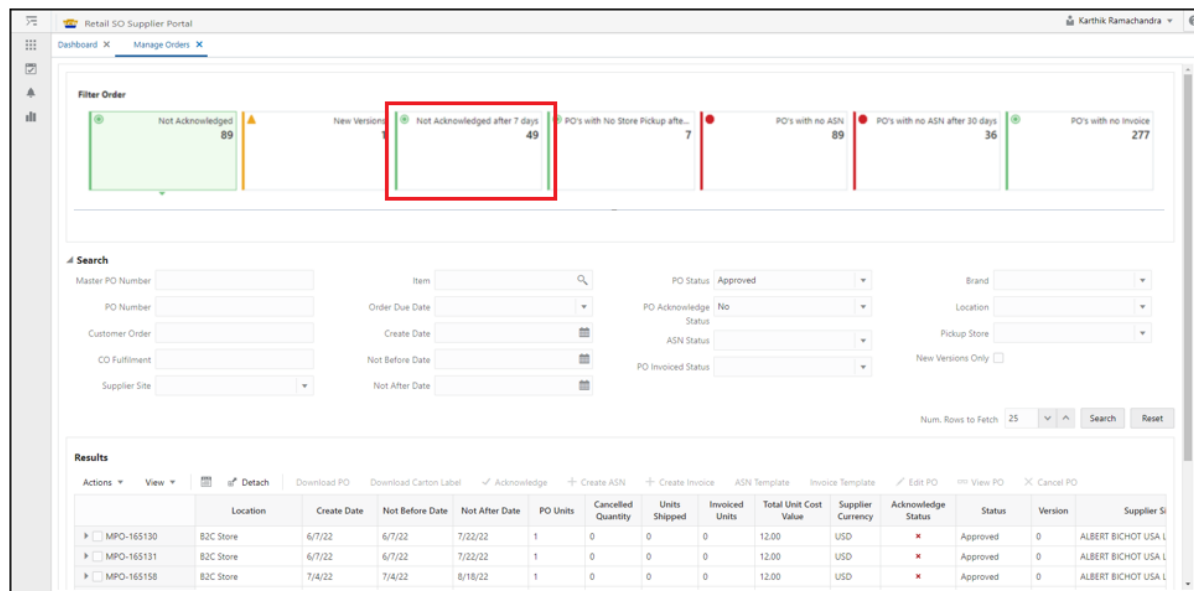
Note: The tile selected is highlighted above, and details are displayed in the lower Results section.

Field	Description
Location	All retail SO POs are written against the virtual e-commerce store 4650.
Not Before Date	The PO Create Date; used to ensure inventory is not delivered before the defined date.
Not After Date	Defaults to PO Create Date + 30 days; used to ensure inventory is not delivered after the defined date.
Pickup Date	Disregard, not used by PLCB.
PO Units	Number of units ordered.
Canceled Quantity	Number of units canceled, shown after a supplier cancels a PO. Note all SO orders must be fulfilled/shipped in full or canceled in full.
Shipped Units	Number of units shipped. Note all SO orders must be fulfilled/shipped in full or canceled.
Invoiced Units	Number of units invoiced. Note all SO orders must be fulfilled/invoiced in full or canceled.
Total Unit Cost Value	PO Quantity X Item Unit Cost (supplier cost).
Supplier Currency	US Dollars
Acknowledge Status	Green circle with checkmark indicates the suppler has acknowledged the order. An unacknowledged order will show a red X.
Status	Three statuses exist: • "Approved" for all active POs. POs remain in "Approved" status until the order is shipped. • "Closed" for POs that have been shipped. • "Canceled" for POs that have been canceled by the supplier or SO team.
Versions	Disregard, not used by PLCB.
Supplier Site	Provides information about the supplier's site name.

Search Functionality

1. The Manage Orders Tab also includes a search section with the following fields.

Field Name	Description
Master PO Number	Used to filter the search by PO number. Master PO and PO Number are the same.
PO Number	Used to filter the search by PO number. Master PO and PO Number are the same.
Customer Order	Disregard, not used by PLCB.
CO Fulfilment	Disregard, not used by PLCB.
Supplier Site	Used to filter the search by supplier site.
Item	Used to filter the search by item ordered. Clicking on the magnifying glass icon presents a new screen enabling item search by nine-digit item number and Item Description.
Order Due Date	Used to filter the search by promise date within the following timeframes: • Next Day • This Week • Next Week • Two Weeks • This Month
Pickup Date	Disregard, not used by PLCB.
Not Before Date	Used to filter the search by Not Before Date (PO Create Date).
Not After Date	Used to filter the search by Not After Date (PO Create Date + 30 days).
PO Status	Used to filter the search by PO Status: Approved, Canceled or Closed.
PO Acknowledge Status	Used to filter the search by PO acknowledged status: Yes or No.
ASN Status	Used to filter the search by ASN status: Fully ASN'd or Not ASN'd.
PO Invoice Status	Used to filter the search by invoice status: Fully invoiced or Not invoiced.
Brand	Disregard, not used by PLCB.
Location	Disregard, all SO POs are written against virtual ecommerce store, 4650.

Pickup Store	Used to filter the search by pickup store for store-delivered orders. Pickup store drop-down will be populated only with stores that have SO customer pickup orders.
New Versions Only	Disregard, not used by PLCB.

2. After selecting search criteria, click **Search** button to return POs that match the criteria entered, or **Reset** to remove the entered filters. The Number of Rows to fetch can be increased or decreased using the up/down arrows to limit the number of result rows displayed.

Review a New PO

The supplier will receive an email for each SO PO created. The PO number can be entered directly into the <u>Manage Orders</u> window to review the order.

1. Log in to the <u>RSOP</u>.
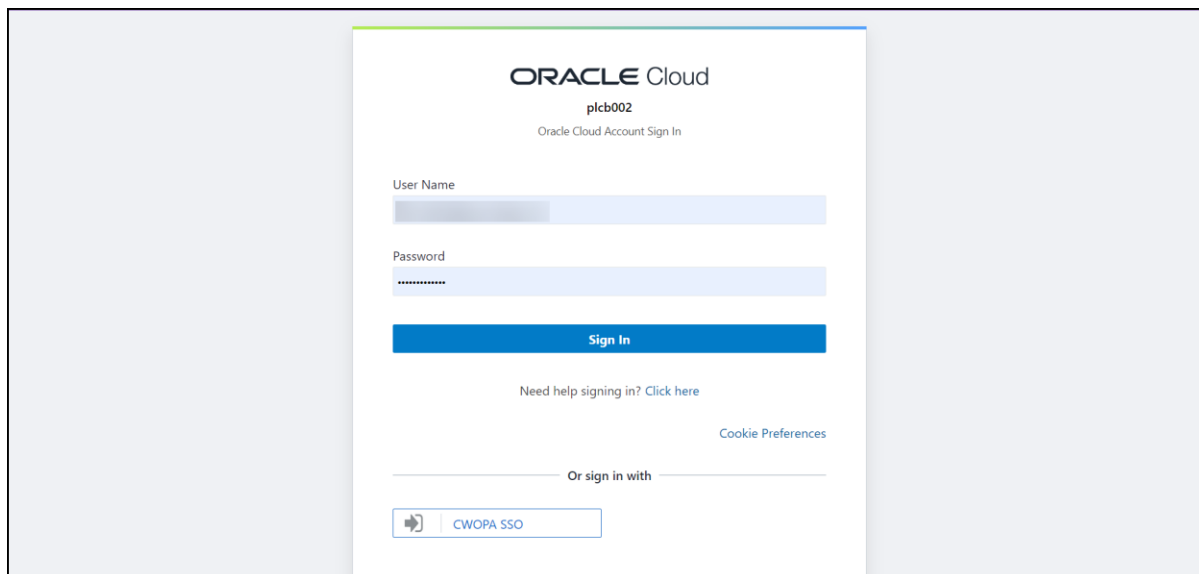
2. Click **Tasks**, then select **Orders**.
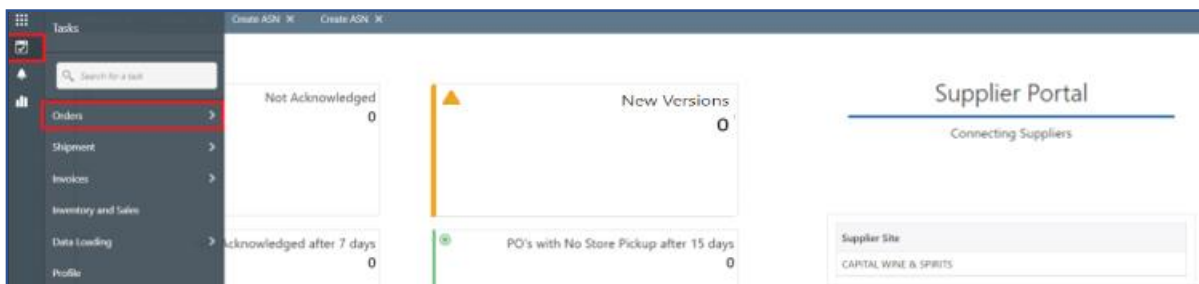
3. Click **Manage Orders**, and the <u>Manage Orders Tab</u> will display.
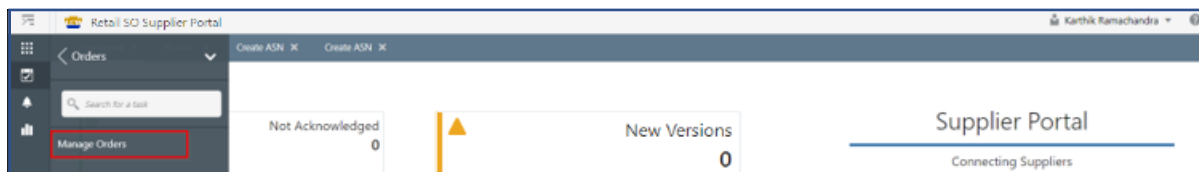
4. Enter the [PO Number] in the **PO Number** and click **Search**.

5. Click the Checkbox for the PO in Results.

Action Menu/Icons	Description
Action	The user can use this button to select other actions available. Options available in the Action dropdown are the same as the menu options displayed across the top of the Results table.
View	Allows users to detach (display) results in a separate window to display additional records
Export to Spreadsheet	Export the table to a spreadsheet.
Detach	Displays results in a new window.
Download PO	Disregard, not used by PLCB.
Download Carton Label	Download shipping label for the selected order. Labels are available after the supplier acknowledges the PO. This option will download a zip file with a PDF.
Acknowledge	Acknowledge the selected PO. This option is only available after the supplier has entered a promise date from the Edit PO screen.
Create ASN	Opens the function to create an ASN for the selected PO. The option to create an ASN is only available for acknowledged POs.
Create Invoice	Opens the function to create an invoice for the order. The option to create an Invoice is available for shipped POs in approved or closed status.
ASN Template	Disregard, not used by PLCB.
Invoice Template	Disregard, not used by PLCB.
Edit PO	Opens the Order Details screen for the selected PO displaying details including non-merchandise expenses and allowing the user to enter a promise date and comments (optional). The option to edit a PO is available for approved POs.
View PO	Opens the Order Details screen in read-only mode for the selected PO displaying details including non-merchandise expenses, promise date and comments.
Cancel PO	Cancel a single or multiple POs. The option to cancel PO is available for approved POs that have not been shipped.

6. Click **Edit PO** button.

The Edit Order Tab appears.

7. Review the available information in the Order Date Changes Section.

Field	Description
Order Number	PLCB PO number.
Terms	Displays payment terms.
Customer Order ID	Disregard, not used by PLCB.
Fulfilment ID	Disregard, for PLCB use.
Not Before Date	PO create date.
Not After Date	PO Create date + 30 days.
Pickup Date	Disregard, not used by PLCB.
Pickup Store	Displays the customer requested pickup store. This field will be blank for direct delivery orders.
Promise Date*	Required. Displays and allows editing of the Promise Date, which is the estimated date the order will be delivered. Promise date is restricted between current date and Not After Date.
Comments	Displays and allows editing of the PO comments.

Note: An asterisk denotes a required entry. Only the Promise Date and Comments can be edited for SO Orders, all other fields are read-only.

8. Review the order information in the <u>Cost and Quantity Changes Section</u>.

Note: All fields are read-only.

Field	Description
Item	Displays the nine-digit item ID.
VPN	Disregard, not used by PLCB.
Barcode	Disregard, not used by PLCB.
Item Description	Displays the item name/description.
Location type	This will always be "store."
Location	The location will always be PLCB e-commerce store 4650.
Qty Level	PLCB SOs will always use "eaches."
Ordered Quantity	Displays number of units ordered.
Order Cost	Displays supplier item cost per unit. Does not include SO Freight.
Canceled Quantity	Displays the item canceled quantity associated to the PO after a supplier cancels an order.

9. Review information displayed in the Non-Merchandise Expense Section.

Note: The RSOP displays non-merchandise expenses to be paid by a retail customer, including SO Freight and any supplier-imposed delivery fees for direct delivered retail SOs. These are not part of the PO but will be included automatically on the supplier's invoice.

Field	Description
Non-Merch Code	Displays the non-merchandise expense code for SO Freight (F) and supplier-imposed direct delivery fee (D).
Non-Merch Description	Displays the non-merchandise expense description of the PO.
Non-Merch Amount	Displays the total order-level non-merchandise amount for SO Freight (F) and supplier-imposed direct delivery fee (D).

10. After reviewing the PO, determine if you are able to ship this SO, if not go to Cancel PO. If you want to fulfill this PO, you will need to enter a Promise Date.

Enter a Promise Date

1. Scroll back up to the Order Date Changes section of the Edit Order Tab.

2. Enter [Promise Date], which is the estimated date the order will be delivered, and [Comments] (optional).

Note: An asterisk denotes a required entry. The Promise Date must be between the Not Before Date and the Not After Date. Cancel the order if it cannot be fulfilled within this 30-day window.

3. Click **Submit**.

Note: The Edit PO functionality can also be used to revise or update a promise date for any order that has not yet had an ASN created for it.

Acknowledge an Order

1. The user must refresh the filter before they can acknowledge the order. Select the same order you updated the Promise date for in <u>Manage Orders</u>. Enter [PO number] in the <u>PO Number</u> field, then click **Search**.

2. Click the checkbox for the PO, then click **Acknowledge** from the <u>Menu Section</u>.

A small pop-up window will appear.

3. Click **OK**.

4. The acknowledge status will be changed on the order to a green check mark.
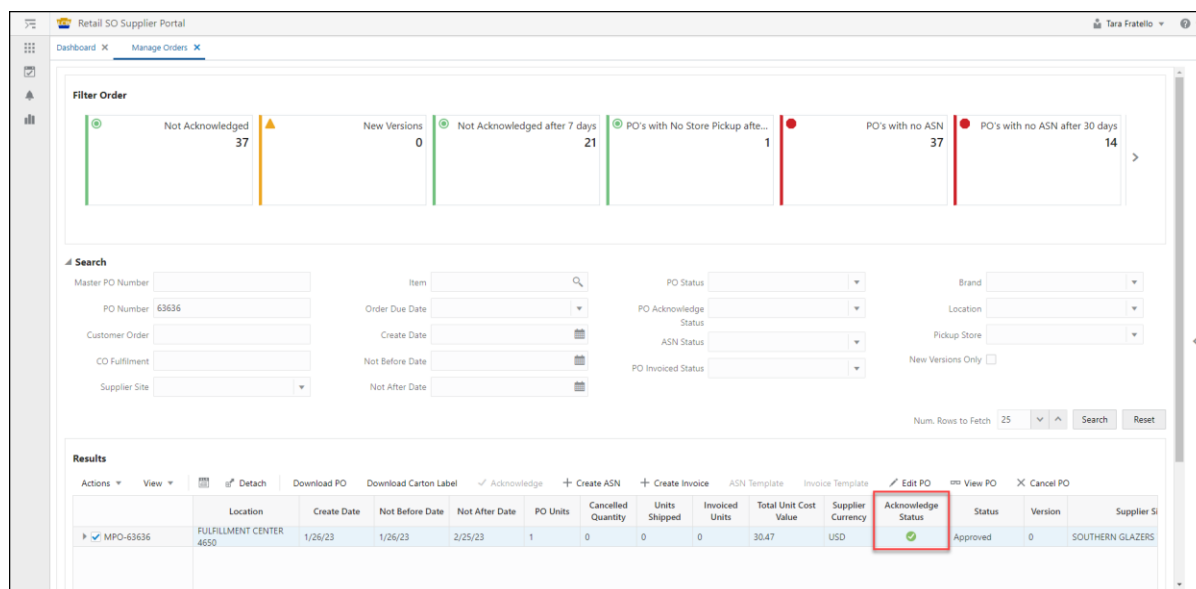
Create Carton Label

When you are ready to ship the product, you will need to create a carton label. The carton label will show the final delivery address for the order– PLCB store (address is also visible on Edit PO Tab) or customer direct delivery address (address only visible on Carton label).

1. From the Manage Orders Tab, click **Download Carton Label**.

2. Click **Open file** on the download pop up.

3. Click the PDF to open.

Name	Type	Compressed size	Password p...	Size	Ratio	Date modified
☑ MPO-74033.pdf	Adobe Acrobat Document	14 KB	No	15 KB	7%	4/25/2023 10:42 PM

4. Click Print to print the carton label.

Ship to store label example:

Ship to customer label example:

Create an ASN

1. From the Manage Orders Tab, search for your order by entering the [PO Number] in the **PO Number** field. Click **Search**.

2. In order to create an ASN, the order must have a green check mark in the "Acknowledge Status" column. Click **Create ASN**.

A new Create ASN Tab will appear.

3. The ASN will be auto-populated based on the PO. The ASN should be created on the day you are shipping the order.

Field Name	Description
ASN	Displays the auto-generated number for the ASN.
Pickup Date	Disregard, not used by PLCB.
Container Level	Disregard, not used by PLCB.
Carrier	Optional, if supplier wants to add to the ASN.
Shipment Date*	Defaults to current date.
Estimated Arrival Date*	Defaults to the current date. Optionally enter the date you expect the order to arrive at its delivery destination.
Supplier Site	Name of the supplier site for the order, defaults from the PO.
Location	All SO POs are written against virtual ecommerce store 4650.

Note: An asterisk denotes a required entry. ASNs may only include one PO and must be shipped in full.

4.   Click **Create ASN**.

Searching for an ASN

The Search Shipment screen provides the ability to search and review ASNs.

1. From the Dashboard, Click **Tasks**, then select **Shipment**.
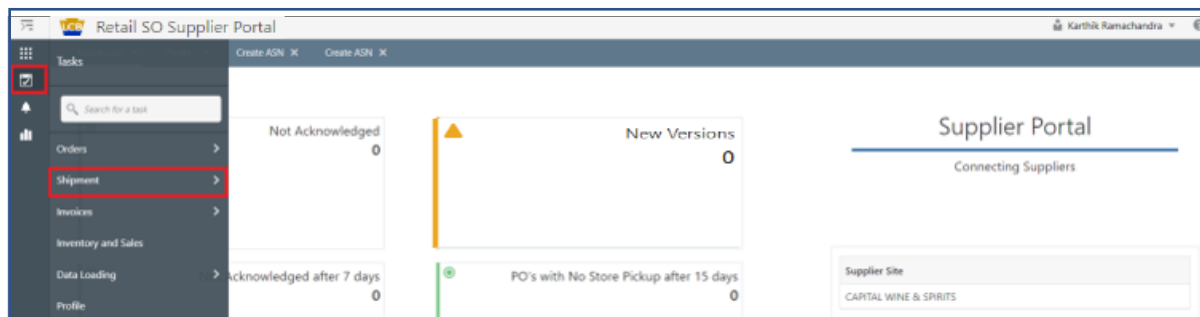
2. Click **Search ASN**.

3. Enter the appropriate search criteria, then click **Search**.
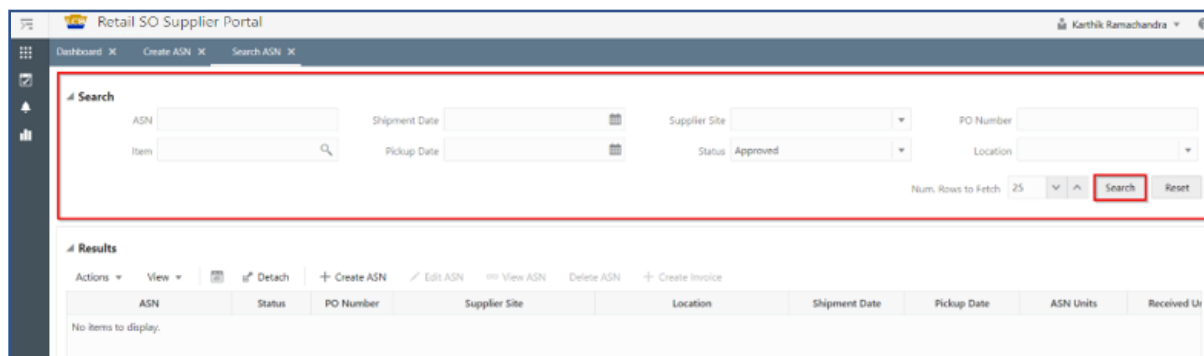
Field Name	Description
ASN	Filters results table by ASN Number.
Item*	Used to filter the search by item ordered. Clicking on the magnifying glass icon presents a new screen enabling item search by nine-digit item number and Item Description. Note VPN and Reference Item search options are not applicable.
Pickup Date	Disregard, not used by PLCB.
Shipment Date	Filters results by shipment date established by supplier.
Supplier Site	Filters results by supplier site.
Status	Filters results by ASN status: Approved or Deleted.
PO Number	Filters results by PO number.
Location	This will always be e-commerce store 4650.

4. Review the results.

5. Additional options are as follows.

Action Menu/Icons	Description
Action	Select other actions available.
View	Select other actions available.
Export to Spreadsheet	Export the table to a spreadsheet.
Detach	Displays results in a new window.
Create ASN	Opens the Create ASN window.
Edit ASN	Disregard. ASNs are auto-received immediately, and an ASN in received status cannot be edited.
View ASN	Shows details of a selected ASN.
Delete ASN	Disregard. ASNs are auto-received immediately, and an ASN in received status cannot be deleted.
Create Invoice	The option to create an invoice is available for fully shipped POs in approved or closed status.

Create an Invoice

Invoices should be created from the Manage Orders Tab: Create Invoice Button.

1. From the <u>Manage Orders Tab</u>, enter a [PO Number] in the **PO Number** field, then click **Create Invoice**.

The Create Document Tab will display.

Once in the Create Document Tab, you may begin creating an invoice.

2. Complete required fields in the Header Section:

Note: When an invoice is created from the Manage Orders function, all of the data is defaulted, so the user only needs to enter the Document ID, all other data is read only.

Field Name	Description
Document Type	Displays Merchandise Invoice, the kind of document being created.
Document	**Required:** Enter a name for the invoice. Free text field. When the invoice is created, the application will auto prefix the Document ID entered with the PO Number and # sign. If searching for an invoice at a later time use the full ID (PO Number#Document ID).
Document Date	Displays the document creation date. Defaults to current date. Can be updated to a prior date if needed.
PO Number	Defaults to the PO number used to create the invoice.
Location	All SO POs are written against virtual ecommerce store 4650.
Total Amount	Defaults from the PO and includes the total invoice amount including non-merchandise costs.

Review the information in the <u>Header Details Section</u>. All information is read only.

Field Name	Description
Payment Terms	Displays payment terms.
Due Date	Calculated based on the invoice create date and payment terms.
Total Cost Ex Tax	Displays total cost including non-merchandise costs but excluding taxes.
Total Tax	Disregard, not used by PLCB.
Total Amount	This amount should be inclusive of both merchandise and non-merchandise amounts.
Total Quantity	Total number of units in the invoice. Since SOs ship complete this should equal the quantity on the PO.

3. Add items to the Invoice by using **Default from PO** button.

4.Click **Create Document**.

The invoice is created in the application.

5. Review the below details under the Items Tab.

Field Name	Description
Item Parent	Disregard, not used by the PLCB.
Item	Displays the nine-digit Item ID.
Reference Item	Disregard, not used by the PLCB.
Item Description	Displays the description of the item.
Supplier Reference	Disregard, not used by the PLCB.
Invoice Units	Number of units per item. Since SOs are shipped complete, this should equal the number of units on the PO.
Invoice Unit Cost	Refers to the supplier unit cost of the item that will be invoiced. Does not include SO Freight.
Tax Code	Disregard, not used by the PLCB.
Tax Rate	Disregard, not used by the PLCB.
Tax Basis	Disregard, not used by the PLCB.
Tax Amount	Disregard, not used by the PLCB.

6. The <u>Non-Merchandise Costs Tab</u> displays SO Freight for all orders and delivery charges (only for direct delivered SOs) applicable to the order and invoice. Non-Merchandise costs are automatically added to the invoice.
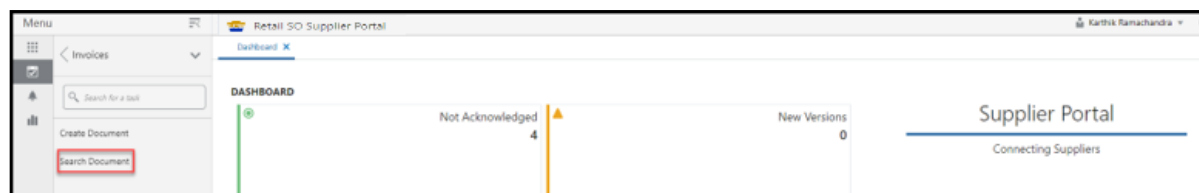

Field	Description
Non-Merch Code	Displays the non-merchandise expense code for SO Freight (F) and supplier-imposed direct delivery fee (D).
Non-Merch Description	Displays the non-merchandise expense description of the PO.
Non-Merch Amount	Displays the total non-merchandise amount for SO Freight and supplier-imposed direct delivery fee, as populated from the item record.

Searching for an Invoice

1. Click **Tasks**, then select **Invoices**.
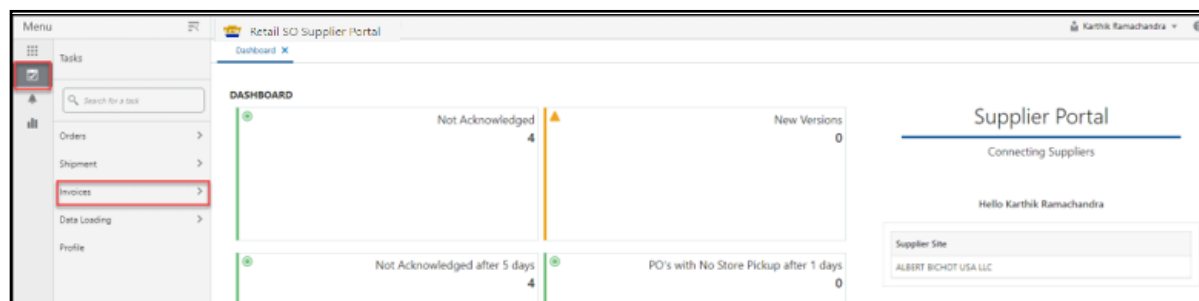
2. Click **Search Document**.

3. Enter the search criteria, then click **Search**.
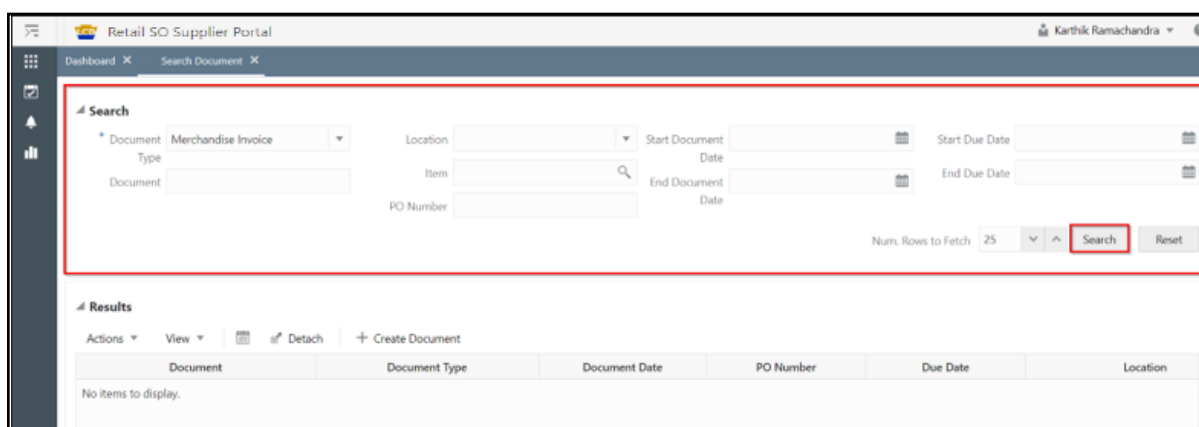
Field Name	Description
Document Type*	Select Merchandise Invoice.
Document	Filters results by Document ID, which is the PO number followed by #, then the supplier-entered invoice number.
Location	Location will always be virtual e-commerce store 4650.
Item	Filters results by nine-digit PLCB Item Number or Item Description
PO Number	Filters results by PO number.
Start Document Date	Filters results by document create date range.
End Document Date	Filters results by document create date range.
Start Due Date	Filters results based on payment due date.
End Due Date	Filters results based on payment due date.

4. View results.

Field Name	Description
Document	Document ID, which is the PO number followed by #, then the supplier-entered invoice number.
Document Type	Always Merchandise Invoice
Document Date	Invoice creation date.
PO Number	PO associated with the invoice.
Due Date	Calculated based on the invoice create date and payment terms.
Location	All SO POs are written against virtual ecommerce store 4650.
Status	Displays invoice status: "Pending" – invoice document has not yet been sent to Invoice Match. "Ready for Match" – invoice document is ready for invoice matching. "Posted" – invoice document has been matched. "Unresolved Match" – issues exist in trying to match the invoice to a PO.

5. Use the buttons below to apply actions under the <u>Results Section</u>.

Action Menu/Icons	Description
Actions	The user can use this button to select other actions available.
View	The user can use this button to select other actions available.
Export to Spreadsheet	Export the table to a spreadsheet.
Detach	Displays results in a new window.
Create Document	Opens the Create Documents screen. The invoice data will be blank. Only one invoice can be created per PO.

Cancel Order

Only orders that have not yet been shipped may be canceled.

Note: POs cannot be canceled between 12:30 a.m. and 2:30 a.m. ET, due to system updates.

1. From the Manage Orders Tab, search or select the order to be canceled, then click **Cancel PO**.

A small pop-up window will appear.

2. Select an option from the dropdown menu next to <u>Cancel Reason</u>, then enter additional information in the <u>Cancel Comment Box</u> (optional) and click **OK**.

Cancel Reasons
Vintage No Longer Available
No Longer Represents the Product
Product Out of Stock
Entire Order Couldn't Be Fulfilled
Customer Changed Mind
Other

A small pop-up warning window will appear.

3. Click **OK**.

4. The PO status will be updated to "Canceled."